



# Hybrid Working Trial FAQ's

The following Frequently Asked Questions have been created based on questions that were raised through facilitated focus groups and also from staff over the last few months, as we have been preparing for more presence on campus.

The FAQs specifically focus on elements of hybrid working so should be read in conjunction with the [Hybrid Working Guidance](#).

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## Government Guidance and Health and Safety

<p><b>What is the current Scottish Government Guidance on returning to work and hybrid working?</b></p>	<p>The University closely monitors the updated guidance from the Scottish Government both on how to continue to keep people safe as we learn to live with COVID-19 and also on safely returning to work. The latest guidance can be found here:</p> <ul style="list-style-type: none"><li>✔ <a href="#">Scottish Government Safer Workplace Guidance</a></li><li>✔ <a href="#">Scottish Government Covid-19 Website</a></li><li>✔ <a href="#">NHS Inform</a></li><li>✔ <a href="#">Health Protection Scotland</a></li></ul>
<p><b>What is the current advice regarding protecting from COVID-19?</b></p>	<p>All covid rules and restrictions have been lifted in Scotland, but the virus has not gone away.</p> <p>Use 'Covid sense' to help protect yourself and others</p> <ul style="list-style-type: none"><li>✔ <a href="#">get the vaccine</a> and/or <a href="#">the vaccine booster</a></li><li>✔ You should stay at home and avoid contact with other people if you have symptoms of a respiratory infection such as coronavirus and have a high temperature or do not feel well enough to go to work or carry out normal activities. See the <a href="#">NHS Advice page</a> for more up to date guidance.</li><li>✔ Where possible open windows when socialising indoors</li><li>✔ wash your hands regularly, and cover your nose and mouth if coughing or sneezing</li><li>✔ wear a face covering in indoor public places and on public transport</li><li>✔ work from home as well as the campus if you can – The University will continue to follow the <a href="#">safer workplace guidance</a></li></ul> <p>Please note the above response is in line with current government guidance and will be updated to reflect changes as we are notified. Please also refer to the <a href="#">Scottish Government Covid-19 Website</a> for updates.</p>
<p><b>What Health &amp; Safety measures are still being taken on campus?</b></p>	<ul style="list-style-type: none"><li>✔ <b>Face Coverings</b> – Face coverings are no longer legally required in indoor spaces, including all our university premises, however, the Scottish Government strongly recommends that you continue to wear a face covering in crowded and enclosed spaces. See <a href="#">Health &amp; Safety intranet pages</a> for the most up to date guidance and also refer to the <a href="#">Scottish Government Covid-19 Website</a> for updates.</li><li>✔ <b>Lanyard / Badges</b> - To protect vulnerable / at higher risk staff and students, we expect all staff and students to respect those members of our community and especially those who are either wearing a lanyard or badge, or request that others keep a safe social distance.</li><li>✔ <b>Risk Assessments</b> – Schools and Departments should continue to maintain relevant risk assessments and make these available to staff.</li><li>✔ <b>Room Ventilation</b> – where possible, windows should continue to be opened to aid with ventilation.</li></ul>



<p><b>Where can I find a list of first aiders/ fire officers on campus?</b></p>	<ul style="list-style-type: none"> <li>✔ An up-to-date list of First aiders can be found <a href="#">here</a>.</li> <li>✔ An up-to-date list of Fire Wardens can be found <a href="#">here</a>.</li> </ul>
<p><b>What air quality and ventilation checks have been carried out and which ones will be continued on an ongoing basis?</b></p>	<p>The University have undertaken all the recommended precautions as per the HSE, CIBSE and government web sites which included ensuring all filters on Air Handling Units were clean, initially undertaking a full replacement and will now continue to follow the Yearly Plant Preventative Maintenance regime as per SFG20 Standard.</p> <p>All areas have been inspected by an independent external consultant with reports on CO2 levels with the AC system and natural ventilation and no issues being raised, and a recommendation that we continue to follow the yearly SFG20 plan as detailed above.</p>

**Hybrid Working Principles**

<p><b>What is the difference between Hybrid working, the Flexible Working Policy and the Flexi-Time Scheme?</b></p>	<p><b>Hybrid Working</b></p> <p>For the purpose of the trial, hybrid working is defined as determining where the most appropriate and effective place is to carry out a role. This is a flexible and non-contractual arrangement agreed between staff and line managers, in line with the principles and the agreed parameters as approved by the Director/Head of Service.</p> <p><b>Flexible Working Policy</b></p> <p>A formal flexible working request is an application to change the contractual terms of employment in relation to days, hours and location of work.</p> <p><b>Flexi-Time Policy</b></p> <p>Flexi time is a university scheme that allows staff to vary the start and finish time of their working day, within set parameters and with agreements from their line manager.</p>
<p><b>When will the trial start and end?</b></p>	<p>It is expected that the trial will begin in May and finish at the end of the calendar year with learnings used to determine a formal way of working for the University from 2023 onwards. This will also take into consideration work completed around the future Learning &amp; Teaching model which is currently being developed.</p> <p>The start date for the trial will be phased for some teams due to room availability within Sighthill. We will communicate any changes to dates to the specific teams impacted.</p>
<p><b>Will everyone start the trial at the same time?</b></p>	<p>The trial will officially start in May and finish at the end of the calendar year, however with nearly all covid restrictions being lifted on the 21 March, teams who currently have office space across Craiglockhart, Merchiston and Sighthill can use their office space straight away. However for teams who are normally based on floors 5, 6 or 7 at Sighthill, there will be a phased approach as their allocated rooms become available. Individuals, impacted on these floors, can however still come onto campus and use available space within floor 6 (contact Lynne Smith for detail). You can also continue to use <a href="#">Resource Booker</a> to book meetings space.</p>



<b>Will I get new contractual terms and conditions if I start working in a hybrid way or can I request a hybrid contract?</b>	<p>Taking part in hybrid working and choosing to mix your working week with campus based working and remote working is entirely voluntary, you can opt to work fully from the campus so there will be no contractual changes throughout the trial.</p> <p>The campus will continue to be deemed as your contractual place of work and it will be expected that there will be some campus-based presence for all members of staff, so no one will be deemed as 100% remote working.</p>
<b>Will new staff joining be able to participate within the hybrid trial?</b>	<p>Yes, all new staff joining who work within an area in which hybrid working is suitable for their role will be able to participate in the trial. (See <a href="#">Principles to determine if your role is suitable for hybrid working</a>)</p>
<b>Do I need to work in a hybrid way?</b>	<p>No, working in a hybrid way is entirely optional so some people may prefer to work on campus for all of their working week. The purpose of hybrid working is to give greater flexibility to determine where the best and most effective place to carry out a role or task is, with the expectation that everyone will have some element of campus-based activity.</p>
<b>In what way do academics already work in a hybrid way?</b>	<p>The principles and guidance have been developed with our Professional Service colleagues in mind, however as a campus-based university it is important to ensure that we have a vibrant campus that attracts students and continues to build an academic community. Our academic colleagues are key to this and as such will be expected to be on campus at times to ensure that they are present to support and interact with students. Academics already have significant flexibility in determining where they work, and these arrangements will continue to be managed locally by line managers.</p>
<b>What should be considered when thinking about who may be eligible for hybrid working?</b>	<p>The principles have been developed to aid conversations between Directors/ Heads of Service, line managers and staff around where roles could be carried out. For some this will be more campus based due to the type of activity that is required, such as catering, cleaning, and academic staff who are teaching and supporting students. The key consideration should always be based on where the most effective place to carry out an activity or role is, ensuring appropriate service delivery to students, colleagues and stakeholders.</p>
<b>How do we know that everyone is being treated consistently, what if my line manager just wants me to be on campus?</b>	<p>The <a href="#">principles and guidance material</a> have been developed to enable pragmatic conversations between Directors/Heads of Service, line managers and staff to determine where the most appropriate place is to carry out a role or task, so there should be a rationale as to why a particular setting has been chosen to carry out work. This should not however be based purely on personal preference. There will however be occasions where more on campus presence may be expected such as for team meetings, face to face contact with students, stakeholder or staff, or for collaboration activities.</p>
<b>What if I disagree with my line manager regarding where work should be carried out?</b>	<p>Conversations should be held in line with the <a href="#">principles</a> so the outcome should ultimately be determined on where the most appropriate place for the piece of work, student/customer interaction or collaboration activity is to be carried out. The place should not solely be decided on personal preference of either the line manager or the staff member, instead being decided on what is right for the activity. If you can not reach agreement, this should be escalated to the Director or Head of Service.</p>
<b>My role can't be done in a hybrid way, are there other flexible options available for me?</b>	<p>If your role cannot be done through hybrid working there may be other flexible options such as flexi-time that you may be able to use within your role. Speak to your line manager or contact <a href="mailto:humanresources@napier.ac.uk">humanresources@napier.ac.uk</a> to determine what types of flexibility are available to you. You can also speak to your Trade Union representative for support.</p>



<p><b>Does hybrid working mean that I can work at whatever time of day that I want?</b></p>	<p>The focus of the trial will be on <b>where</b> the most appropriate place to carry out a task or role should be and not <b>when</b> you work. The University currently has a set of core hours (depending on your role and whether or not flexi time applies to you) however it is acknowledged that a number of people have already benefitted from increased flexibility around working hours so any agreements of this nature should be discussed with your line manager.</p>
<p><b>Can my manager ask me to come on campus on a day that I usually work from home?</b></p>	<p>The purpose of hybrid working is to give flexibility to where someone carries out a role. The campus will continue to be your contractual location, so if there is a reason for on campus presence, it would be expected that you would be on campus. It is also expected that there will be no fixed days at home, these days should be determined based on the work tasks needing to be carried out. To help with planning activities it would also be expected that reasonable notice is given by both managers and staff, should changes in previously agreed location be required. However it may not always be possible to give periods of reasonable notice in emergency situations.</p>
<p><b>What happens if the arrangements we agree within the team for hybrid working don't work – can we change part way through the trial, or should they continue until the end of the year?</b></p>	<p>This is exactly the purpose of the trial. Teams should continually discuss what elements are working and which ones are not. The key is to learn and adapt throughout the trial to ensure that it works for staff, students, stakeholders and the University. We will gather feedback from colleagues throughout the trial.</p>
<p><b>Do I need to come onto campus to attend meetings? Online seems to work best, can I just attend online meetings?</b></p>	<p>For some cases online meetings have worked well throughout the pandemic and will continue to be an effective way to participate in meetings, however this will not be the case in all situations so you will be expected to attend meetings both in person and online depending on the circumstances.</p>
<p><b>Does all collaboration need to be done face to face?</b></p>	<p>Throughout the pandemic we have found that great collaboration can happen both online and face to face, so consideration should be given to what will work best for the piece of work/project and also the people involved.</p>
<p><b>Why can't I have fixed home working days</b></p>	<p>The purpose of hybrid working is to ensure flexibility as to where roles and activities can be carried out, as such this may vary on a daily basis so setting fixed days may impact how effectively work is carried out. There will also be occasions when meetings are required to be scheduled which are face to face, which again would mean on campus presence would be needed.</p>
<p><b>I would prefer fixed working arrangements that I can build caring responsibilities around, can I use hybrid working to enable this?</b></p>	<p>While hybrid working does give greater flexibility and better balance between campus and at home working, it is not designed to create a set working pattern that aligns with personal commitments. There are other <a href="#">policies</a> within the University that may be applicable in this case such as a formal flexible working request.</p>
<p><b>Can I care for my children whilst working from home?</b></p>	<p>Throughout the pandemic greater flexibility was seen in relation to looking after children while at home. This was due to schools and childcare providers being closed for periods during the pandemic. Now this is not the case, it is expected that suitable childcare arrangements are in place during your contractual working hours. There are a number of policies and special leave options available to those who may need them. These can be found on the <a href="#">HR Intranet Page</a>. You can also speak to your line manager to agree appropriate flexible arrangements.</p>



<b>Can I work hybrid and still be in the flexi scheme?</b>	Individuals can still apply to join the flexi scheme whether they work in a hybrid way or not, however all requests to participate in the scheme should be in line with University needs and agreed up front with your line manager.
<b>Can I also work in other spaces such as a client's building?</b>	There will be many roles that lend themselves to working in a variety of places outside of the campus or home, for most this is likely due to working with clients or external stakeholders where meetings or interactions are best suited at their buildings. A key consideration should always be whether or not your role can be carried out effectively in the place you are considering, taking into consideration elements such as broadband capability, privacy, and ability to complete tasks required.
<b>Coming on campus means I need to travel, can I travel during work time now?</b>	Pre pandemic it was normal for staff to commute to work before their scheduled start time and in most cases a return to campus working will mean that this should be the case once again, however it will be important to plan your diary and associated activities effectively to ensure that traveling has minimal impacts on your day. Speak to your line manager to make any specific agreements outside of normal commute times.
<b>I have moved outside of the local area and travel takes much longer now, can I just continue to work from home?</b>	We appreciate that some staff may have made life choices such as buying a new home or moving to a home further from campus, however throughout the trial the campus will still be deemed as your contractual place of work and as such no roles will be determined as being carried out 100% from home.
<b>Will I still be expected to travel between campuses for meetings?</b>	One of the key benefits from our ways of working over the last two years has been the ability to successfully participate in online meetings, this will continue however there may be times when meeting will take place in person and if this is on a different campus to the one you are normally based at, then yes you would be expected to travel to the other campuses.
<b>I get less done on campus so why should I come on to campus?</b>	We are a campus-based university, and nearly all staff have a campus outlined as their contractual place of work. While some staff have found that they have been more productive while working from home with limited interruptions there are also staff for whom home working has not been ideal. This may be due to appropriate space limitations and/or personal limitations and preferring to work from campus for wellbeing and social interaction reasons. There are also a number of benefits from coming on to campus, which include: spending time together as a team, working more effectively with colleagues on projects, ad hoc interactions, opportunities to learn from others, gaining a greater understanding of students, feeling more connected to University life and also creating a greater divide between work and home life.
<b>Where can I find updates on the trial and how can I feed in my views during the trial?</b>	<p>A dedicated <a href="#">intranet site</a> been created to store all up to date information and all views or suggestions throughout the trial can be shared by contacting: <a href="mailto:staffcommunications@napier.ac.uk">staffcommunications@napier.ac.uk</a></p> <p>We also intend to carry out regular pulse surveys and would expect as many staff as possible to participate in these so as to gain the best understanding of how the trial is progressing.</p>
<b>I work on campus so need to deal with more face-to-face</b>	When determining who should work in a hybrid way, each department should be assessing the service needs of students, customers and stakeholders. This will include scheduling enough people on campus to ensure that there are no detrimental impacts to service and also to ensure that there are no



<b>queries, how can we ensure that work is evenly distributed?</b>	unacceptable increases in workload for individuals. Either working on campus or remotely.
<b>How will the trial be measured?</b>	We will measure the trial in a number of ways, both at a local level and across the University. This will include quantitative measures such as measuring expected output across teams and also qualitative measures through staff surveys. We will also seek feedback from students, managers and stakeholders to ensure we are still delivering an excellent experience for all.
<b>What will happen if the trial is not successful?</b>	The purpose of the trial is to determine ways of working that balance the needs of the University, staff, students and stakeholders. If elements within the trial have detrimental impacts on any of these groups we will continue to adapt the way we work. We all need to invest and engage fully to make the trial successful.

## IT and Equipment

<b>What happens if I forget to bring my laptop to work?</b>	Don't worry, there will be desktop devices in some shared areas, such as the library, which can be accessed using your normal login credentials. Any files you have stored centrally, including H:, S:, X: Drive, SharePoint including Teams, or in OneDrive will be available to you.
<b>I want to run/host hybrid meetings where some people are online and some on campus - are there rooms available with this technology?</b>	There are some spaces that already have that capability, mainly in classrooms and smaller meeting rooms. We are adding this information to <a href="#">Resource Booker</a> so you can see what equipment is available in each space. We are also adapting larger spaces so that hybrid meetings can be run successfully with full participation by all attendees.
<b>I took an office chair home at the start of the pandemic - can I keep it there for when I work from home, or do I need to bring it back?</b>	If you have taken a chair home you can continue to use this at home if you are working in a hybrid way. Chairs will be allocated to each desk within each office for when you return to campus.
<b>I took IT equipment home at the start of the pandemic - can I keep it there for when I work from home, or do I need to bring it back?</b>	The <a href="#">End User Device Policy</a> shows what equipment will be provided as standard including items you can request or retain for home-working. If the equipment you took home is consistent with this, and your line manager agrees, then it can be retained. To help us understand the IT equipment you took home please contact <a href="mailto:isservicedesk@napier.ac.uk">isservicedesk@napier.ac.uk</a> and let them know what you currently have so as we can hold an up-to-date register of equipment.
<b>I will be using a desktop PC on campus but it doesn't have a webcam, mic or speaker - how can I take part in online meetings if on campus?</b>	The managed laptop service includes a web cam which can be used for online meetings. We will, in due course, be removing the majority of desktops, but can enable them with webcams in some circumstances. If you do not have a managed laptop, you can request one <a href="#">here</a> . Headsets can be ordered via the standard equipment request form through <a href="#">Unidesk</a> .
<b>I need to use a phone for my role to make external calls – how can I have one if I've got a shared desk?</b>	We provide all users with software to make and receive calls from their managed laptop using their existing direct dial (office) phone number. This has been installed as standard. You can find more information on how to use the software <a href="#">here</a> .
<b>I've heard new starts won't be allocated phones - are all phones being removed?</b>	We provide all users with software to make and receive calls from their managed laptop. The line manager should request that a phone number is allocated for any new start who needs one via the appointment form in the normal way.



<p><b>I've heard that everyone will be using a laptop and docking facility when they return to campus, is this true?</b></p>	<p>The <a href="#">End User Device Policy</a> explains the standard workspace that will be made available to all staff, dependent on role. As the majority of staff are now equipped with a managed laptop, we will set-up offices to enable those devices to be used effectively, including the provision of additional monitors, docking facilities, keyboards, etc. This will replace the current desktop estate. It should be noted that there will be a phased approach to rooms being set-up with this equipment.</p>
<p><b>Where can I get guidance on how to use the docking station set ups?</b></p> <p><b>**Updated 06 July 2022**</b></p>	<p>You can find all the information and guidance needed to set up your device with the docking device <a href="#">here</a>.</p>
<p><b>How does replacing desktop PCs with managed laptops align with our sustainability strategy?</b></p>	<p>The new End User Device and Hardware Refresh Policies are written with sustainability as a major factor. As we move towards a more hybrid working model, the managed laptop will facilitate (where appropriate) a single-use device irrespective of your workplace. We then aim to recover staff PCs which will be used to replace older student PCs. Those PCs that are beyond four years old, will then be recycled by a contractor and redistributed to charitable causes, or decommissioned and the parts recycled sustainably.</p>
<p><b>Will the University pay for the same desk set-up at home as on campus?</b></p>	<p>Since we moved to more remote working the IS department has introduced a new <a href="#">End User Device Policy</a> which outlines the equipment that will be allocated to each staff member. In most cases this will be a managed laptop with a headset and carry bag, which can be used both at home and on campus. You can also request for an additional screen, mouse and keyboard for home working. For any additional furniture required you can claim a one-off payment of up to £250, this is to help pay for items such as a chair or desk.</p>
<p><b>What set-up on campus can I expect to help me work in a hybrid way and what will a standard shared desk space include?</b></p>	<p>The <a href="#">End User Device Policy</a> explains the standard workspace that will be made available to all staff, dependent on role. As the majority of staff are now equipped with a managed laptop, we will now set up offices to enable those devices to be used effectively, including the provision of additional monitors, docking facilities, keyboards, etc. It should be noted that there will be a phased approach to rooms being set up with this equipment.</p>
<p><b>I have a disability which requires enhanced equipment, will this be enabled on campus and at home?</b></p>	<p>The University will always look to make reasonable adjustments in line with the Equality Act 2010. This may include the provision of specialist equipment (for example a specialist chair) at a colleague's home and/or campus when working in a hybrid environment.</p> <p>If this is something that may be applicable to you, please speak to your line manager about arranging an Occupational Health appointment to assess potential needs that the University will then consider.</p>
<p><b>The open plan office where I am based is too noisy – what can I do to concentrate?</b></p>	<p>It is acknowledged that there will be a period of readjustment when more people come back to working on campus, specifically around noise levels. You will be able to order headphones from IS which can be used to participate in online meetings. You will also be able to listen to music on your personal devices if that helps you to concentrate. It is hoped that you will also soon have access to quiet areas where you will be able to work. Libraries are also still available for staff to use if they would like to.</p>





Shared Desk Areas	
<b>Will all rooms be configured with new desks and equipment?</b>	Both the Information Service and Property & Facilities teams are working to determine what existing furniture and equipment is currently in place and what gaps exist. It is key to note that configurations of rooms will adapt throughout the trial as we test out new set-ups. The first phase of the trial will ensure that teams have the appropriate space available for them to return to campus and work together, with follow up phases focusing more on different types of potential room configurations and spaces.
<b>Will I have a permanent/fixed desk for working on campus?</b>	Not everyone will have a permanent/fixed desk on campus. Working in a hybrid way will give us a great opportunity to look at the way in which we use space across the campuses. We have been working with teams to determine what would be the appropriate campus set-up for them, some of which may be a mix of fixed desk areas and shared desk areas.
<b>Why are some offices moving to shared desks instead of everyone being allocated their own desk?</b>	We are using the trial as an opportunity to think about the way we use the space across our campuses. Space is at a premium so it is hoped working in a hybrid way means that not everyone will be on campus at the same time, resulting in not everyone needing a fixed desk to use every day. Moving to shared desk areas will allow us to better use the space we have available, including increasing learning and teaching spaces for students and creating more collaboration and private spaces for staff.
<b>What if there is a good reason for me not to share a desk?</b>	We appreciate that for some there may be a specific need for being allocated a permanent/fixed desk. These requests and requirements will all be taken into consideration when rooms are being reconfigured. Each room will have the facility for fixed desks where needed. Please speak to your line manager if you feel you need a fixed desk.
<b>I have specialist equipment (high spec computer/ specialist software) requirements, will I have a fixed desk?</b>	We know that some colleagues may have very specific needs regarding the equipment they need to carry out their role. The project team has obtained requirements from those teams that will be situated on floors 5, 6 and 7 of Sighthill to determine who may need a fixed desk due to such requirements. For those not situated on those floors, you will be returning to your same pre pandemic set-up.
<b>I would prefer to have my own desk and don't want to share – can I?</b>	As part of the trial, we are testing out how we can use space available more effectively, so will have less desk space which means that we can use more space for learning and teaching, better collaboration space and quiet areas for times when privacy or one to one space is needed. If people are working in a hybrid way then it will not be expected that they will have their own desk on campus, instead they will have access to shared desk areas that others within their teams will also have access to. However, if it is appropriate for you to work on campus 100% of time, it is likely that you will be allocated your own desk, for example where specific systems or equipment is needed or where someone's home set-up doesn't meet the needs of a hybrid model.
<b>Who is responsible for ensuring desk areas are cleaned for use?</b>	While the cleaning team within Property & Facilities (P&F) will continue to carry out cleaning duties across the campus and office space, it will be the responsibility of everyone using a shared desk to ensure it is clean and ready for the next person intending to use it. To support this, there will be a Clear



	<p>Desk Policy expected on all shared desks, so no items other than the standard desk set-up items should remain on the desk once an individual has finished using it.</p>
<p><b>How can I make sure a shared desk/chair is adjusted to my needs – do I need to do a workstation assessment every time I move to a new desk?</b></p>	<p>No, you do not need to do this for every new desk you may sit at. All shared desk areas up within the office environment will have a standard set-up and should be adjustable to most needs, including an adjustable chair, laptop docking and display equipment. At least once per year all staff should complete the online workstation e-learning training module which will help you to understand how to best adjust your work area to your personal needs.</p> <p>If the online workstation assessment identifies that the standard adjustments are insufficient, or if you have individual circumstances that may require further input from a trained professional, this will be arranged and undertaken with input from the University's Occupational Health Service Provider. In the first instance please contact your line manager or <a href="mailto:humanresources@napier.ac.uk">humanresources@napier.ac.uk</a> to discuss.</p> <p><b>Helpful Links</b></p> <p><a href="#">Health &amp; Safety eLearning - Essential Skillz</a></p> <p><a href="#">Display Screen Equipment (DSE)</a></p> <p><a href="#">Your Work Environment</a></p>
<p><b>Do I need to book a shared team desk?</b></p>	<p>There is no requirement to book shared desk areas. Good team communication and planning across the department will be required so people know who is working on campus each day.</p>
<p><b>Will we all be moving to shared desks, if so, when?</b></p>	<p>We will initially trial the shared desks areas across floors 5, 6 and 7 within Sighthill. Based on learnings from the trial, we will then determine whether or not this set-up will be implemented within the other office spaces.</p>
<p><b>Where can I store personal items?</b></p>	<p>If you are moving back to your existing office space across any of the campuses you will continue to have access to the same storage you had pre pandemic. However, if you are returning to floors 5, 6 or 7 within Sighthill you will be allocated a secure locker to store personal items. There will be a locker for everyone.</p>
<p><b>I don't want to carry a laptop (and charger) with me – especially if I'm not going straight home – can I leave it in my locker?</b></p>	<p>Yes, the lockers can be used to store these types of items securely.</p>
<p><b>What if I need other items to help me work effectively that can't be stored in a personal locker – e.g. desk light, document holder, footrest, reference material?</b></p>	<p>The lockers are designed to store items which need to be stored securely. For other items that don't need to be locked away there will be additional team storage in rooms such as cabinets that can be used.</p>
<p><b>Where can I take part in online meetings while on campus if more privacy is needed?</b></p>	<p>You should use <a href="#">Resource Booker</a> on the staff intranet to book rooms for this purpose or if appropriate you can use a headset provided by IS and participate in the online meeting from your desk.</p>



<p><b>Where can I sit when on other campuses?</b></p>	<p>As part of the trial, the Property &amp; Facilities team are identifying areas where people visiting other campuses outside of their host campus can use. While this piece of work is ongoing you are still free to use library and study spaces across the campuses and you can book a room using <a href="#">Resource Booker</a>.</p>
<p><b>What is the difference between a shared desk area and a generic hot desk area?</b></p>	<p>Shared desk areas are dedicated areas for specific teams to work from and these will be tested over floors 5, 6 and 7 within Sighthill. Generic hot desk areas will be areas created across each campus which anyone can use when they are visiting the campus or need some quieter space. They may also be used as additional desk space if an entire department is on campus at the same time.</p>
<p><b>How do I arrange to get my room reconfigured if I am not part of the initial Sighthill move?</b></p>	<p>Please contact the <a href="#">Facilities Service Desk</a> if you have any specific requests, however it should be noted that the focus for the team is on developing learning and teaching spaces and getting rooms ready for the trial, so it is unlikely that any new requests will be actioned until July 2022.</p>

**Absence**

<p><b>I feel unwell, should I attend campus?</b></p>	<p>You should determine if you feel well enough to attend campus, if you don't, a sickness absence should be reported in line with the <a href="#">Attendance Management Policy</a>.</p> <p>You should stay at home and avoid contact with other people if you have symptoms of a respiratory infection such as coronavirus and have a high temperature or do not feel well enough to go to work or carry out normal activities.</p> <p>See the <a href="#">NHS Advice page</a> for more up to date guidance</p>
<p><b>If I'm unwell but feel well enough to work from home, will this be allowed?</b></p>	<p>Looking after your health and wellbeing is important so you should first assess whether or not you are really fit to work. Working through illness may in fact prolong or make an illness worse so this should be factored in. If, however, you believe that you are well enough to work from home please discuss and agree this with your line manager.</p>
<p><b>How should I record sickness absence when working from home?</b></p>	<p>Sickness absence while working from home should be reported in the same way as absence if you were due to work on campus. You should call your line manager to notify them in line with the <a href="#">Attendance Management Policy</a>. Your line manager will then open the relevant absence via HR Connect.</p>
<p><b>I am experiencing ongoing symptoms from Covid-19, what should I do?</b></p>	<p>Whilst most people recover quickly from Covid-19, some people may have ongoing symptoms which can last a few weeks or longer. This is being referred to as long Covid. Further information about dealing with long Covid can be accessed <a href="#">here</a>.</p> <p>If you are experiencing ongoing symptoms from Covid-19, you should discuss this with your manager and contact your GP for advice.</p> <p>Your return to work will depend upon how you are feeling and the type of role that you do. A referral to Occupational Health for advice about support measures may be appropriate. Some people may benefit from a phased</p>



	<p>return where you gradually build up your hours and days at work following recovery from Covid-19.</p> <p>The University has recently set up a long covid support group. Contact Claire Biggar, Inclusion &amp; Wellbeing Consultant for details.</p>
<b>Other</b>	
<p><b>I am no longer on campus every day, do I still need a parking permit or will booking spaces be available for use?</b></p>	<p>Temporary permits are still in place and if you wish to park on Campus, you must have a permit to allow you to do so. These are currently still free of charge. If you have any queries regarding your ability to park on campus, please contact <a href="mailto:car.parking@napier.ac.uk">car.parking@napier.ac.uk</a></p>
<p><b>Can I claim for heating, lighting and broadband expenses while working home?</b></p>	<p>Your contractual workplace is classed as one of the University campuses. If you opt to work at home and this is agreed in line with the Hybrid Working Principles, as from 06 April 2022 you will be unable to claim tax relief on any household expenses which you might occur whilst working at home. As a result of the pandemic, millions of people were told to work from home over the last two of years, so to help cover the extra costs, HMRC allowed you to claim tax relief over the 2020-2021 and 2021-22 tax years. If you have not already claimed, you can still make claims for both years and HMRC will accept backdated claims for up to four years. You can claim <a href="#">here</a>.</p>
<p><b>What happens if I refuse to return to work on campus?</b></p>	<p>If you are required to return to campus and do not wish to return, it may be reasonable, depending on the circumstances, for you to cover your absence from campus by taking annual leave, parental leave, or unpaid leave.</p> <p>If you do not wish to access a leave option and all other options have been exhausted, including the provision of any reasonable adjustments and support measures and you still refuse to return, this may ultimately result in the initiation of the formal disciplinary procedure. This would only be instigated as a matter of absolute last resort and only after discussion with the HR Team.</p>
<p><b>Can I choose to work abroad instead of within the UK?</b></p> <p><b>**Updated 06 July 2022**</b></p>	<p>Working outside the UK, completing UK based work, is a complex issue due to tax and employment law legislation, which differs between countries. Given the complexities and the potential additional costs that may be incurred, alongside the fact that the University has returned to on campus working with all roles requiring a some presence on campus, it is unlikely that the University will be able to support requests to work from overseas, even for very short periods of time.</p> <p>Exceptions may be agreed, only where there are mutual benefits to the individual and University. These would be rare and based on exceptional circumstances and business needs. Initial requests should be made via your Dean, Director or Head of Service who should contact <a href="mailto:humanresources@napier.ac.uk">humanresources@napier.ac.uk</a> and request that the circumstances are considered. Each request is assessed based on the individual circumstances.</p>
<p><b>Are the kitchens now fully open across each of the floors?</b></p>	<p>Yes, all staff kitchens are fully operational, however please be considerate of colleagues and be mindful of the number of people in smaller spaces.</p>
<p><b>Are the gyms open for use?</b></p>	<p>ENgage is open as normal and available for use. Memberships are also available.</p>



<b>Are the toilets now all fully operational</b>	Yes, all toilets are fully operational, however please be considerate of colleagues and be mindful of the number of people in smaller spaces.
<b>Have the water fountains been reopened?</b>	Yes, the water fountains have now been reopened. Please note the Health & Safety information displayed at each fountain.

## Support

<b>I am feeling anxious about returning to the office, what support is in place for me?</b>	<p>All the University's resources and support can be found at <a href="#">Mental Health and Wellbeing</a></p> <p>University support groups are also available to staff: <a href="#">Carers Network</a>, <a href="#">Women's Network</a>, <a href="#">LGBT+ Network</a>, <a href="#">Armed Forces Network</a>, <a href="#">BAMEish Network</a> and <a href="#">Interfaith Network</a></p> <p>The <a href="#">Mental Health Champion Network</a> is a network of staff who have undertaken the Scottish Mental Health First Aid (SMHFA) course OR the Applied Suicide Intervention Skills Training (ASIST) and have identified themselves as someone who is willing to speak to a member of staff in a crisis, to listen and to signpost them to the right support they require. There are named individuals for each campus and the list is on the Health and Wellbeing page.</p> <p>The Health and Wellbeing Workplace Community and details of many <a href="#">External Resources</a></p> <p>You can also seek support by contacting the HR Team or by speaking to your Trade Union Representative.</p>
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